



VITA Organizational Unit Description

Audit and Management Services (A&MS) Directorate

This directorate provides the internal financial, operational and information technology audit functions within and external to VITA. The A&MS Director also serves as the Agency's coordinator for the Commonwealth Employee Fraud, Waste and Abuse Hotline Program. In order to maintain a measure of independence, this unit reports directly to the CIO as well as the Information Technology Investment Board. It consists of three primary divisions:

- **Financial & Performance Audit/Services Division**—This Division provides all the financial and non-IT related operational and compliance auditing services for the Agency. It interfaces closely with the Financial Management directorate in ensuring that cost controls are being adhered to and that VITA is meeting its fiscal objectives.
- **Network Vulnerability Services Division**—This Division works closely with the Security, Computer Services and Telecommunications directorates to ensure that security mechanisms (technology and processes) are being followed and are effective. It performs/arranges periodic security reviews of all Commonwealth agency and institution database and data communication systems in accordance with VITA's enabling legislation. It also performs similar reviews of court-controlled Web sites in accordance with §2.2-3808.2 of the Code of Virginia. In addition, it provides independent testing for potential security violations or issues.
- **IT Systems Audit/Services Division**—This Division provides internal audits of the mainframe, server and telecommunications systems, software and other information technology functions that VITA is responsible for. It provides all IT-related operational audits as well as performs independent checks and monitoring of IT-related laws, regulations, standards, policies and procedures to ensure they are being adhered to.

Business Systems Services

This directorate has the responsibility for development and support of business application systems which support internal VITA operations, as well as enterprise-wide application systems. The directorate provides systems integration services including application architecture and infrastructure integration, data services, knowledge systems, and web services. The directorate also brokers for services to provide agencies and localities with a full range of information technology services on a billable basis. Services include:

- **VITA Business Services** -This group provides expertise in full life cycle applications design, development, and maintenance for business applications which support internal VITA operations, such as Billing, Budgeting, Telecommunications Support Systems, and Peoplesoft Financial Systems. The group also develops and maintains applications that support enterprise IT functions such as Asset Inventory and the VITA Customer Care Center. The group also provides applications development expertise in development of enterprise solutions across agencies. The group works closely with other BSS groups in development of total application solutions for all platforms and technologies.



- **Customer Brokered Services** - This group provides brokered information technology services to agencies and localities, on a billable basis. Services may include full time, on-site or off site assignment of application support staff, or part-time specialized services.
- **E-Government Services**— This group manages VITA's strategy for e-government and oversees administration of Web Development Managed Services through our partnership with VIPNet. Services include Web site design and portal construction for government entities with public-facing Internet Web sites and internal intranet sites. The group also provides review of current information architecture to create a user-friendly, intuitive Web site that meets or exceeds basic accessibility and usability requirements. This group offers enterprise e-government solutions that enhance any site or portal's functionality.
- **Systems Integration Services** - This group provides much of the coordination for the development of strategic systems within VITA, for both internal and external use. The group coordinates activities between VITA directorates ensuring seamless integration. Technical data, web, and enterprise architecture and integration solutions are also provided by this group. Conducts research into tools, technologies, methods, and systems, which expand or enhance delivery of Commonwealth services to customers, employees, and business partners. Provide Technical Project Management services for large application development projects that must be integrated into multiple systems and applications and for technical review of potential new products and services across VITA.
 - **Technical Integration and Architecture** – The group provides technical application architecture and infrastructure design and development. Provides expertise in all areas of applications architecture and integration, web services and web development including technical tools, standards and service delivery outlets. - Define and establish standard architecture for service delivery applications across multiple platforms including the web and wireless, e-government, dashboards, data warehouses, etc.
 - **Data Services and Decision Support**—Responsibilities of this group include database administration, data architecture and data warehousing. This includes responsibility for the definition, operation, protection, performance, and recovery of databases as well as the design of complex logical and physical databases. This group also assesses new databases for consistency, compliance and integration with data architecture standards and policies and evaluates DBMS products, tools, and methodologies.
 - **Web Support Services** – This group provides web site design, content management and support for VITA.



Customer Services

This is VITA's operations directorate. It is responsible for all customer infrastructure services to include customer relationship, on-site agency services, data center operations and telecommunication services.

- **Enterprise Service Directors**—This group has the primary role of customer interaction and planning. They build cross-functional teams for problem resolution, and recommend new VITA services. They are the full-time interface with the customers. Duties include identifying and leveraging cross-agency opportunities, and participating in business IT strategic planning. They are also the primary escalation point for VITA performance issues, and Business Partner relations.

- **Customer Support Operations**

This directorate is the primary interface with VITA's customers, focusing on on-site tactical requirements and day-to-day agency operations. This directorate consists of three main divisions:

- **Desktop Support Services**—The mission of this group is to support the customer in keeping their operational environment running smoothly. This includes desktop support (on-site desktop PC support, including Move/Add/Change), Local Area Network administration, and desktop image configuration and maintenance.
- **Product Service Development**—This group focuses on the identification and development of new products or services that are required by the Commonwealth, agencies, or through a gap analysis. Functions include analytical services, process mapping, requirements gathering, performance monitoring and reporting, measuring/analyzing/correcting VITA services, and recommending new VITA services.
- **Customer Care Center** —This group operates as a Single Point Of Contact for IT related problems within state agencies. The VITA CCC logs and prioritizes all incidents received and acts as customer advocate through resolution. This group is dedicated to fast, secure, reliable service to get the customer back to normal operations.

- **Computer Services**

This directorate provides those services that are generally considered to be part of the traditional data center type of operation. Its responsibility includes mainframes, midrange systems, and servers. In addition, this directorate is responsible for facilities management of the VITA data center and other supporting facilities. Four major functions of this directorate are:

- **Data Center Operations**—This group is responsible for the daily hardware operations and monitoring of systems, facilities and services performed at the VITA data center. This includes job scheduling, tape handling, and performing back-up and storage of data including off-site storage. As part of its commitment to customer service, it monitors computing platforms on a 24x7 basis, provides Level Two support for problems, and reports on system availability. The group also manages problems and changes for systems at the VITA data center.
- **Technical Design & Planning**—This group is largely concerned with future performance and planning of VITA operated computing and telecommunications



systems. This group also develops an annual plan for purchases that supports budgeting and rate-setting for VITA, and designs systems to meet established service and performance levels. In addition, this group also develops the operational platform architecture for VITA computer and telecommunications services. It includes maintaining awareness of state-of-the-art s technology and processes. It is responsible for working with other groups to ensure that the VITA's server and telecommunications architecture is kept current.

- **Systems Software**—This group supports operating and systems software providing VITA server services, including Windows, Unix variants, Unisys, MVS, Linux and program products on all platforms. Similarly, this group develops and implements plans for software upgrades, maintenance, release, implementation, and other related functions supporting software.
- **Facilities** – This function is responsible for the management of the VITA facilities in support of VITA staff and functions. The facilities function strives to provide an appropriate and safe work environment that supports VITA's vision and values. This includes implementing policies, procedures and standards for evacuations, office space, parking, conference rooms and other supporting facilities for VITA's functions.

- **Telecommunications & Networking**

This directorate provides telecommunications services throughout the Commonwealth. These services include voice, data, voice/data integration and video services. It consists of six major functions:

- **Public Safety Communication Division (E-911)**—Established by the legislature, this group supports wireless E-911 initiatives.
- **Voice Systems Support (Network Applications)**—This unit provides support for all voice-based systems, including telephones, PBXs, IP Telephony, key systems, and procurement of related services. Also includes cell phones, pagers and two-way radio services.
- **Voice Services** - Provides engineering support services in the configuration and ordering of Centrex, ISDN, local access, IVR and other voice services.
- **Data Services**—Telecommunications application planning and the engineering of data services such as ATM, DS-1, DS3, frame relay and other data network services.
- **LAN/WAN Engineering Support**—This group handles the technical aspects of LANs and WANs, both central and enterprise-wide. This includes telecommunications hardware such as routers as well as associated software. Help Desk services for customer technical support is also provided.
- **Telemedia Services** – Audio teleconferencing, data conferencing, video meetings, video production, audio visual services and state directory assistance support.

Finance

The Finance Directorate handles all financial and procurement aspects of VITA. It consists of three major functions:



- **Supply Chain Management** – Leads the analysis, development and management of supply chain relationships to maximize the value/cost ratio of IT services. The organizational units within Supply Chain Management are:
 - **Strategic Analysis**—an analytical group that identifies strategies, and opportunities for value and risks for IT partnerships. They provide data and methodologies that form the basis supplier interactions and priorities of sourcing activities.
 - **Integrated Sourcing**—a process-oriented group, organized around categories of expertise; leaders of cross-functional sourcing teams, managing major suppliers within categories, including sourcing process, decision analysis, and contract formation;
 - **Contract Management**—an efficiency-oriented service group, providing optimal value from contracts via tracking, reporting, analysis and record-keeping for all IT contract obligations;
 - **Systems and Operations**—an effectiveness-oriented service group that provides transactional services and systems support, maximizing the efficiency of these services; and
 - **Development and Integration** - Develops new policies, procedures and provides quality review of new methodologies. Leads supplier outreach and marketing programs. Leads the integration of new legislation and provides research and direction on emerging procurement methods such as PPEA. Directs new approaches, new procedures design, and leads development of tools and training.
- **Financial Management Services** – The organizational units within Financial Management Services are:
 - **Finance and Accounting** — Manages and accounts for the flow of VITA financial resources. It performs the following primary activities: revenue management, disbursement management, general accounting and financial reporting, telecommunications billing reconciliation, and PeopleSoft support.
 - **Budget, Planning and Analysis** — Plans, submits, executes, and monitors the VITA budget. It also conducts financial analyses as required and maintains a multi-year financial planning process for VITA. It consists of two major sections: Budget, and Planning and Analysis.
- **Strategic Plans and Metrics** – Oversees and develops the agency's performance measurement system, leads the peer group benchmarking process, and provides the agency with an integrated management reporting system focusing on financial and operational results.

Human Resource Management Services

The Human Resource (HR) Management Services team provides comprehensive, practical solutions encompassing human resources management, professional development, and training. The two major organizational units within Human Services are:

- **Enterprise Human Resources Administration**—This group provides innovative, practical human resource solutions that address business needs. Core services include, but are not limited to, recruitment/selection, compensation, benefits,



employee relations, HR information systems, performance management, policy interpretation, and leave administration.

- **Organizational & Professional Development Services**—This unit supports VITA directorates and divisions by providing training services such as technical training, professional development training, educational assistance, project management development programs, CommonHealth Coordination, and training facility coordination.

Strategic Management Services

This directorate provides the strategic vision and direction for information technology in the Commonwealth. It translates that vision and direction into practical guidance for use in planning, designing, and implementing specific technology initiatives, and provides advice and assistance in preparing organizations to take better advantage of technology opportunities and in dealing with related issues. The directorate performs these functions in support of Commonwealth CIO and IT Investment Board responsibilities governing the selection, control, evaluation, and operation of executive branch IT investments, as delineated in the *Code of Virginia*.

Major functions of Strategic Management Services include:

- **Policy, Practice, and Architecture**—This division is the publisher of all VITA external and internal policies, standards, and guidelines. It develops architectural standards and the accompanying policies and procedures for the enterprise and advises the CIO on architectural standards and exceptions. It also tracks emerging trends and best practices across the spectrum of technologies, including hardware, operating systems, networking and communications, security, and software applications.
- **Project Management (Enterprise Program Management Office)**—This division, specifically mandated in the VITA legislation, ensures the Commonwealth makes the most effective and efficient technology investments to meet the needs of our customers. It provides enterprise-level integration of the state's technology initiatives, consistent evaluation and oversight of major Commonwealth technology projects, and an ongoing program for improving the skills and capabilities of the state's technology project managers.
- **Legal & Legislative Services**—This unit provides comprehensive review and analysis of VITA's business issues, many of which involve a complex mix of policy, operational, legislative, strategic, and legal considerations. LLS supports the CIO, deputy CIO, leadership team, and the Office of the Secretary of Technology by drafting and reviewing agreements, policies, business practices, correspondence, and legislative initiatives to help ensure that the needs of the agency and its customers are met. LLS also serves as VITA's liaison to the Office of the Attorney General and the members, staff, committees, and commissions of the Virginia General Assembly.
- **Virginia Geographic Information Network**—This division fosters the creative use of geographic information and oversees the catalog of GIS data and services available in the Commonwealth. Functions include: drafting policies, standards, and guidelines to support state and local acquisition, exchange, storage, and use of geographic data and related technologies; development of an enterprise GIS, providing access to electronic state geographic data products for public and private sector uses; and management of



projects related to the acquisition or development of geographic and statewide base map data. While administratively affiliated with Strategic Management Services, consistent with the *Code of Virginia*, VGIN reports directly to the CIO.

- **Security Services** —This directorate provides information technology security support to the enterprise. It interfaces with internal and external entities in the pursuit of that mission. Its responsibilities include security audit and oversight activities carried out in support of the Commonwealth CIO's IT governance role, as defined in the *Code of Virginia*. Accordingly, for purposes of effective coordination in accomplishing VITA's overall governance responsibilities, the Security Services Directorate is teamed with the Strategic Management Services Directorate, under the leadership of the Director of SMS.

Security Services includes the following major functions:

- **Critical Infrastructure Protection & Service Continuity**—This function includes VITA business resumption planning, VITA disaster recovery planning, and critical infrastructure asset inventory management. This group also coordinates the Commonwealth Technology Contingency Plan.
- **Network Security & Architecture**—This group develops the network security architecture. It includes maintaining awareness of state-of-the-art security technology and processes. It is responsible for working with other groups to ensure that the Commonwealth's network security architecture is kept current. It also maintains network security devices such as firewalls.
- **Mainframe & Physical Security**—This group administers security controls to protect the mainframe information. It is responsible for assets and facilities within VITA and the in-scope agencies.
- **Incident Management**—Functions of this group include analysis and disposition of security alerts and incident response; intrusion detection system monitoring, and the administration of security-related operating systems that includes the care of software and hardware associated with the enterprise firewalls and other security assets. This includes installation, configuration, backups, upgrades, and performance monitoring.
- **Security Program Certification**—This group is responsible for monitoring and analyzing data flows from the firewalls, , and other security devices/processes. It performs first level analysis and correlation, alerting senior staff to "alerts of interest", and provides a technology watch function to maintain an ongoing reconnaissance of emerging trends and best practices in information security to identify potential improvements.
- **Security Administration**-This function administers and coordinates the authentication and authorization of users across the enterprise for access to information and applications.